

# ACCIDENT/ INCIDENT INVESTIGATION



**This form must be completed within 24 hours of an incident being notified & forwarded to the Operations Manager**

Incident investigated by					
Incident Date		Time Reported			
Reported Date		Time Of Incident			
Investigation Date		Reported To			
<b>Details Of Injured Person</b>		Male		Casual	
Surname		Female		Contractor	
Given Name		Full Time		Child	
Date of Birth		Part Time		Member of Public	
Contact Phone Number		HTN Employee		Other	
Email		HTN trainee / apprentice		Preferred Language	
Address					
Position (other than member of public)		Host employer			
<b>Incident Details</b>					
Location of Incident					
Nature of Injury	Multiple Fatality		Fatality		
	Lost Time Injury		Medical Treatment		

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	1 <sup>st</sup> Aid treatment		Property Damage	
	Near Miss Incident		Motor Vehicle Incident	
Type of Injury / Property Damage (e.g. cut, bruise equipment damage etc).				
Part of body affected				
Hazard Type Involved in Incident	Physical		Biological	
	Chemical		Mechanical	
	Electrical		Psychological	
	Other (please specify)			
<b>Incident Cause</b>				
How was the incident caused? (provide description of events leading up to incident)				

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Risk Management (refer to risk score matrix)				
Probability of re - occurrence if corrective action not undertaken.	Very likely	Likely	Unlikely	Very Unlikely
Severity of re -occurrence if corrective action not undertaken	Fatality	Long term illness / serious injury	Medical Attention	First Aid
Risk Rating			Residual Risk Rating	
Corrective Action				
<p><b>Suggested Corrective Actions</b></p> <p>Hierarchy of Control (Use as a guide)</p> <ul style="list-style-type: none"> <li>○ Eliminate the Hazard</li> <li>○ Substitute the Hazard</li> <li>○ Isolate the Hazard</li> <li>○ Engineer the Hazard (Redesign)</li> <li>○ Develop Administrative Procedures</li> <li>○ Personal Protective Equipment</li> <li>○ Combination of the above</li> </ul> <p>(remember always start with elimination of the hazard, if it is not possible to eliminate then work down the list until an appropriate control is identified)</p>				
Person Responsible				
By When				
Managers Additional Comments				

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Employee Additional Comments				
Witness 1 Name		Contact Number		
Witness 2 Name		Contact Number		
Date Investigation finalised		Date Corrective Action(s) Completed		
Notification of incident to statutory Authority (e.g. WorkCover)	Yes	Date	Details of notification	No
WorkCover Medical Certificate attached	Yes provide details		Not required	

## HTN – (Hazpak) Risk Score Matrix

1. How severely could it hurt someone? Or How ill could it make someone?	2. How likely is it to be that bad?			
	Very likely Could happen at any time	Likely Could happen some time	Unlikely Could happen but very rarely	Very unlikely Could happen but probably never will
Kill or cause permanent disability or ill health	1	1	2	3
Long term illness or serious injury	1	2	3	4
Medical attention and several days off work	2	3	4	5
First aid needed	3	4	5	6

The number show you how important it is to do something:  
**1** top priority: to do something immediately  
**6** low priority: do something when possible

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## Incident Investigation Pictures

Insert pictures relevant to this incident investigation.

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## Incident Investigation Principles and Prompts

Principles of Incident Investigation	
<p>The following principles of incident investigation are provided to help you appropriately investigate incidents to identify the Root Causes or OHS Management Systems failures of the incident. Following these principles will assist you to draw reasonable conclusions about what caused the incident and then make logical and step wise recommendations to prevent the incident or a similar incident from re-occurring.</p>	
1	Never set out to blame a person or persons at the start of the investigation – if you do it is possible that you will only focus your attention on the individual and not the OHS Management Systems failures. Combined with this during an interview if a person that suspects that they will be blamed for the incident they may not be co-operative or provide honest answers to your questions.
2	When interviewing a person explain to them what the purpose of the incident investigation is the identification and subsequent control of OHS Management Systems failures as well as hazards and risks involved in the incident.
3	A picture speaks a thousand words – where possible take a picture of the incident scene as it can then be used at a later date for additional analysis and help a decision maker who may not have been involved in the investigation to understand what happened.
4	When interviewing a person put them at ease and use open questions to enable them to tell you the story of what happened – then use closed questions to verify the story as fact.
5	Never assume that something happened always verify the facts – doing this will help to ensure that appropriate recommendations and subsequent decisions can be made.
6	If you can't establish or verify facts (sometimes this happens – no eye witnesses or the injured person can't remember) make sure you inform the decision maker that you have concluded the most likely cause of the incident and allow them to make a judgement call as to further investigation being required or what decisions they should make.
7	Investigate incidents as soon as possible – however if a person has been injured give them enough time to recover appropriately before interviewing them. Don't leave it to long as they may forget the exact events leading up to the incident.
8	Be aware that an "eye witness" may not have seen the incident happen i.e. the exact moment that the injury was sustained – sometimes an "eye witness" only sees the result of the incident.
9	When investigating incidents involving members of the public do not admit liability by saying things like "it was the organisations fault" or that "this has happened before".
10	Where a serious injury, death or where potential existed for these to result from an incident – contact the Operations Manager prior to commencing the investigation. The rationale for this is that the incident may have to be investigated by WorkCover and as such the organisation may wish to ask their legal council to undertake an independent investigation which is subject to legal privilege and can be kept confidential.

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## Prompts to help identify OHS Systems Failures

The Following are a series of questions designed to assist you in determining the OHS Management Systems failures (It should be noted that not all of the questions will be relevant to each incident investigation).

### Task & Supervision

What task was the person performing when the incident occurred?

What has the person been instructed to do?

Who has instructed the person to do the task?

What supervision was provided to the person doing the task?

How long had the person been performing the task prior to the incident occurring?

### Training and Competency

What training has the person received for the task?

Has the person been assessed as competent to perform the task?

### Plant and Equipment

What machinery/plant/equipment/tools were in use?

What machinery/plant/equipment/tools should have been used?

Was suitable machinery/plant/equipment/tools provided?

Was machinery/plant/equipment/tools used correctly?

### Protective clothing and equipment

What protective equipment/clothing was in use?

What protective equipment/clothing should have been used?

Was suitable protective equipment/clothing provided?

Was the protective equipment/clothing used correctly?

### Risk assessment and Occupational Health and Safety Procedures

Was risk assessment undertaken prior to commencing this task?

What risk controls were recommended in the risk assessment?

What written procedures were available for the task?

What policies and procedures should have been followed in this situation?